

# Notes

## Statewide Quality Improvement Committee Meeting

August 24, 2009  
Department of Human Services Administration Building, Room 105  
12:00 – 2:00 PM

### Attendees:

*Aude Bermond-Hamlet, Brad McGarry, Carol Miller, Duane Betournay, Geniel Evenson, Jenny Arm, Julie Steele, Karen Hill, Karla Pardini, Katie Gregory, Katy Larsen, Linda Wininger, Lisa McDonald, Rick Smith, Stephen Clark, Trish Beck*

### Agenda topics

Welcome and Introductions	Katy Larsen, Duane Betournay
CPR changes proposal	Geniel Evenson, Brad McGarry, Karen Hill
Trends changes proposal	Aude Bermond-Hamlet
Re-setting QIC priority focus areas	Linda Wininger

**Reminder:** *QIC Summit, December 1, 2009 at Embassy Suites in Salt Lake City*

### Resource persons:

*Reba Nissen, Katy Larsen, Carol Miller*

**Unable to attend:** *Carolyn Jensen, Jennifer Eldridge, Karen Buchi, Leticha Medina*

## Agenda topics

### Welcome and Introductions

Katy Larsen, Duane  
Betournay

#### Discussion:

Katy welcomed everyone to the meeting. She explained that Kerri Burns has left the State Office of DCFS, and introduced Reba Nissen as the new DCFS contact person for the State Quality Improvement Committee (QIC). Katy will continue to be involved by being the coordinator for all of the QICs across the state. Introductions were made by all attending the meeting.

Duane talked about budget cuts and how DCFS lost Kerri's position through those cuts. DCFS had to cut \$2.2 million, which mostly came out of positions in the State Office. Duane explained that Katy and Reba will be the main contact people from DCFS for the State QIC. He stated that the State and Regional QICs have made a real difference to DCFS, even though they face many challenges in keeping the committees strong. Duane emphasized that DCFS is very committed to the QICs across the state and asked all State QIC members to keep doing the great work they have been doing.

Trish explained that questions have been raised about why the Child Welfare Legislative Oversight Committee (CWLOC) has been renewed since the David C. lawsuit has expired. Duane stated that the CWLOC is still in statute and that it is a needed mechanism for the child welfare system in Utah. The CWLOC can help keep an eye on the commitments that were made as part of the David C. lawsuit to help ensure our child welfare system remains strong. Trish has been appointed to the CWLOC, as well as Laura Black, Merlynn Newboldt, and Gene Davis (with one remaining member being sought).

### CPR changes

Geniel Evenson, Brad  
McGarry

#### Discussion:

Brad gave a brief history of the Office of Services Review (OSR). The Office of Child Protection Ombudsman (OCPO) is part of OSR, along with the Fatality Review coordinator. OSR has had to eliminate positions due to budget cuts as well. Per the Exit Agreement, any changes to the Case Process Review (CPR) or material changes through 2010 need to be presented to the State QIC. A recent audit by the Legislative Auditor's Office revealed that OSR does an accurate job, but asked for ideas of how to improve the CPR. They recommended that OSR maximize efficiency by combining CPR and Qualitative Case Review (QCR) cases, look at the questions contained in the federal Child and Family Services Review (CFSR), relook at questions contained in the CPR, and look at the data contained in SAFE and how to utilize that information.

#### OSR recommends:

- CPSA1 – Priority timeframes. Let SAFE provide this information instead of looking in the actual case file as the case file audit has very closely correlated to the SAFE reports for the last five years. This also allows for the entire universe of cases, rather than a sample.
- Priority 1 (part of CPSA1) – Over the past few years, DCFS policy has changed and for the last three years there have been zero cases that fit this criteria. Therefore, OSR would like to drop this part of the question.
- CPSA3 – Closing cases within timeframe. Let SAFE provide this information instead of looking

in the actual case file as the case file audit has very closely correlated to the SAFE reports for the last three years. This too will be the entire universe of cases, rather than a sample.

- Foster Care Question – Were services initiated in time? The QCR evaluates this item in a much better way. The request to change this item was presented to the State QIC a year or so ago, and OSR was asked to still try to find a way to cover this item in the CPR. This has been a real challenge as this is actually a qualitative measure. They have been reviewing the Ansell-Casey Assessment information for the teen population in DCFS care to see if the youth are getting appropriate assessments for the services they need. OSR would like to drop the original question, but keep the Ansell-Case Assessment question as part of the CPR. Members had many questions and concerns about what it would mean to completely drop this question. OSR explained that this information is captured in a clearer way in the QCR.
- Geniel gave a handout that explained other questions they are proposing to add or change to meet the federal CFSR requirements. All of these items will be reviewed during the CFSR and will mean more work for DCFS caseworkers, so OSR would like to include them in the CPR to help DCFS know how they are meeting these requirements. It will take some time and training for staff to understand these requirements.

#### Conclusions:

Brad explained that these proposed changes do not represent material changes to the Practice Model. He expressed his appreciation for the discussion from this group. It is important to always keep the child welfare system transparent, so this information and discussion is vital to our child welfare system in Utah.

Trends Changes Proposal

Aude Bermond-Hamlet

#### Discussion:

**Due to time considerations, this will be revisited at the next meeting.**

- Because Jenny is new to the committee, Rick asked her to introduce herself and give a brief history of her background. Jenny is the training coordinator and research associate from the Utah Pride Center. Rick then explained what the State QIC is about and what we are charged with accomplishing.
- **Reba will send out a list with all contact information to all committee members.**

Re-setting QIC priority focus areas

Linda Wininger

#### Discussion:

Linda asked that changes be considered to the priority focus areas that the committee selected a few years ago. DCFS would like to re-set the previous focus areas with the following:

- The interface between DCFS and the Office of Licensing.
- DCFS meeting new Medicaid requirements (which also fits into placement stability).
- Emphasize In-Home (Home-Based) services with the work that DCFS is currently doing with Casey Family Programs to reduce the number of children in foster care.
- Redeveloping the CPS program area (this also meets CAPTA requirements).

#### Conclusions:

Committee members agreed to replace the previous priority focus areas with the four outlined above. They want to have DCFS begin reporting to them on these focus areas and will help in any way they can. At the next meeting, we will begin with the interface between DCFS and the Office of Licensing.

Next meeting:

- Please send any ideas for the upcoming summit to either Katy Larsen or Reba Nissen.
- **The next meeting will be held on September 28, 2009 at noon.**